

FY-2026 3rd quarter report

HUMAN SERVICES DIVISION

Human Services Division includes the following departments:

Aging & Disability Services, Child Support, Cultural Heritage (Traditional Healing, Advising, Archiving, Arts, THPO, & Museum), Economic Support & Community Education Center, Family Fitness & Outdoor Adventure, Family Services, Public Transit, Recreation, Southeastern Oneida Tribal Services (SEOTS), and Veteran Services

Outcome/Goal # 1

Fostering Employee Engagement

MEASUREMENT:

Continue to provide monthly employee recognition throughout the Division.
Implement a new employee orientation. (complete)

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

There were 129 nominations (112 unduplicated) for recognition this quarter.

As a result of the Employee Engagement Survey results, the Human Services Departments are determining action plans for improving open and honest two-way communication.

On May 5, 2026, Human Services Division Administration held its second new employee orientation. There were 6 new employees in attendance. The day started with an Edge of the Woods Ceremony. Participants learned about the Core Values, Clan System, programs and services offered by all departments within the Division in the morning. They learned systems such as MyOneida, DTS Portal, policies and procedures, Oneida Code of Laws, etc. the first part of the afternoon session. The day ended with The Fish Philosophy customer service training.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

- Support team wellness using evidence-based models that work for other companies.
- Provide fun opportunities for employees.
- Ensure employee alignment through hiring and work shadow opportunities.
- Provide incentives with active involvement/engagement.

Outcome/Goal # 2

Developing Strong Leaders

MEASUREMENT:

Continue to offer iLead Leadership Development program to supervisors, managers, and directors. Provide a shorter version of iLead to employees who do not supervise but interested in a management role.

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

iLead Leadership Development program this quarter started on April 30, 2026, and will end on August 27, 2026 with 6 participants.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

- Provide consistent, meaningful onboarding & training.
- Improve leadership development.

Outcome/Goal # 3

Empowering Community Engagement

MEASUREMENT:

Four quarterly Division newsletters provided to the community.

Each department will participate in at least 3 outreach events this year to promote services and improve community awareness.

HSD will host the 2nd Annual Resource Fair.

Create a customer survey to determine overall satisfaction and gaps in service.

Replace VA Gravestones.

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

Human Services Division provided the Spring Edition Newsletter this quarter. The newsletters are mailed to 18+ households of Brown and Outagamie counties. All other community members can find the newsletters on our webpage: <https://oneida-nsn.gov/divisions/human-services/hsd-newsletter>.

The HSD Customer Survey was postponed due to other surveys being conducted. We have rescheduled the survey to be distributed with a collection date range of August 3 – August 28, 2026. This survey will collect specific information for the Division as well as gaps in services.

VA Gravestone Project update: One replacement headstone has been completed, and placement is in progress. Veteran Services continues to work with one family to replace two veteran headstones at Holy Apostles. They are finishing the paperwork. There has been no contact from the community to replace any gravestones. There is a list of many that may need to be replaced but are not readable. The Veteran Services employees will be going on-site and researching to determine who the gravestones belong to.

The 2nd Annual Human Services Resource Fair will be held at the Oneida Hotel on July 31, 2026. Each department will have a booth with program and eligibility information. We will have raffle prizes and We Lit Photobooth.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

- Market & outreach our services to increase community knowledge of what we provide.
- Promote collaboration with a communication plan & shared event.

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Photos (optional):



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